SCHEDULE TITLE:
Multiple Award Schedule

CONTRACT NUMBER:
GS-35F-499GA

CONTRACT PERIOD:
6-12-2017 to 6-11-2022

BUSINESS SIZE:
Small Business, SDVOSB, HUBZone

CONTRACTOR:
Quality Innovation, Inc.
116-C, STE #8, Edwards Ferry Rd
Leesburg, VA 20176

Phone: 512-246-0000
Email: karyl@teamqi2.com

CONTRACTOR'S ADMINISTRATION SOURCE: Same as above

We are an accomplished and growing multi-dimensional company committed to advancing the sciences and delivering optimized solutions to customers for measurement, non-destructive examination, structural health monitoring and novel materials. As a recognized technology leader in measurement and sensors - for more than twenty-five years government and industry have looked to us to solve the unsolved and deliver new technologies that change what is possible.

Our Science and Engineering Group provides custom solutions through delivery of advanced research, development, design, prototyping and production services. Through our Instruments Group, we sell and rent special-purpose, non-destructive measurement and inspection systems essential to the aviation, automotive and energy industries.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA *Advantage!,* a menu-driven database system. The INTERNET address for GSA *Advantage!* is http://www.gsaadvantage.gov

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
54151S	IT Professional Services
33411	Purchasing of new electronic equipment
511210	Software Licenses
OLM	Order-Level Materials (OLM)

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

    54151S - $64.18
    33411 - $88.00

1c. HOURLY RATES:

    See the attached GSA Pricelist

2. MAXIMUM ORDER*:

    All SIN's: $500,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: 48 contiguous states, AL, HI, PR, Washington, DC, & U.S. Territories

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES:

    Final GSA Prices are shown on the attached GSA Pricelist

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30 Days.

9.a Government Purchase Cards is accepted up to $3000

9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: 30 days

11b. EXPEDITED DELIVERY: Expedited delivery is available. Contact the Contractor for arrangements.

11c. OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-day delivery are available. Contact the Contractor for arrangements.

11d. URGENT REQUIRMENTS: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Point of Production

13a. ORDERING ADDRESS: Same as contractor

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. PAYMENT ADDRESS: Same as contractor

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty or generally N/A for services

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Contact contractor for limit.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS: N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for Electronic and Information Technology (EIT): N/A

25. DUNS NUMBER: 830665613

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Active Registration in the SAM database.

PRICING INFORMATION

GSA PRICING

SIN	LABOR CATEGORY	GSA PRICING Year 1 2017	GSA PRICING Year 2 2018	GSA PRICING Year 3 2019	GSA PRICING Year 4 2020	GSA PRICING Year 5 2021
54151S	Program Manager	$177.33	$180.88	$184.49	$188.18	$191.95
54151S	Project Manager	$133.00	$135.66	$138.37	$141.14	$143.96
54151S	Help Desk Manager	$78.99	$80.57	$82.18	$83.83	$85.50
54151S	Help Desk Specialist	$64.18	$65.46	$66.77	$68.11	$69.47
54151S	Telecom Analyst	$93.80	$95.68	$97.59	$99.55	$101.54
54151S	Technician	$61.71	$62.95	$64.21	$65.49	$66.80
54151S	Database Management Specialist	$140.55	$143.37	$146.23	$149.16	$152.14
54151S	System Administrator	$128.46	$131.03	$133.65	$136.33	$139.05
54151S	Systems Architect	$247.86	$252.82	$257.87	$263.03	$268.29
54151S	Subject Matter Expert	$334.51	$341.20	$348.02	$354.98	$362.08
54151S	Quality Assurance Manager	$250.88	$255.90	$261.02	$266.24	$271.56
54151S	Quality Assurance Specialist	$131.18	$133.81	$136.48	$139.21	$142.00
54151S	Web Designer	$96.73	$98.66	$100.63	$102.65	$104.70
54151S	Sharepoint Designer	$64.18	$65.46	$66.77	$68.11	$69.47
54151S	Sharepoint Architect	$88.87	$90.64	$92.46	$94.31	$96.19

LABOR CATEGORIES

Classification	Responsibilities	Minimum Education	Minimum Experience
Program Manager	Responsible for managing the overall requirements of a program through all phases from proposal to implementation and delivery. Ensures that all resources such as engineering, manpower, tools,and facilities are available to support the program. Interfaces with senior Government Program Managers to determine requirements and allocate resources. Must be capable of leading programs /projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems. Ensures that project goals and objectives are met within contract terms and conditions. Performs management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Establishes appropriate metrics for measuring key program criteria. Maintains awareness of emerging technologies and project/program management techniques.	Bachelors Degree	6+ years
Project Manager	Responsible for managing the requirements of a project through all phases from proposal to implementation and delivery. Ensures that all resources such as engineering, manpower, tools,and facilities are available to support the project. Interfaces with Government Project Managers and COTR to determine requirements and allocate resources. Must be capable of leading projects that involve the successful management of a team composed of data processing and other information management professionals who have been involved in analysis, design, coding, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems. Ensures that project goals and objectives are met within contract terms and conditions. Establishes appropriate metrics for measuring key project criteria. Maintains awareness of emerging technologies and project/program management techniques.	Bachelors Degree	3+ years

Classification	Responsibilities	Minimum Education	Minimum Experience
Help Desk Manager	Specialized experience, including management of help desks in a multi-server environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Provides daily supervision and direction to help desk staff, who are responsible for telephone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and other network services. Manages Help desk staff who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.	Bachelors Degree	3+ years
Help Desk Specialist	Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Responsible for ensuring timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Is able to resolve less complex problems immediately, while more complex problems are escalated for resolution. Typically involves use of problem management database and help desk system. Escalates more complex problems to senior level.	High School education or equivalent	1+ years
Telecom Analyst	Under general direction, responsible for small to medium projects involving planning, installation, relocation, and/or removal of telecommunications systems. Researches and analyzes telecommunications activity associated with a technical area within the telecom functions (such as, but not limited to, network design, implementation, or operations/user support.) Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Provides technical guidance in software engineering techniques and automated support tools. Prepares reports on status and network performance trends. Analyzes traffic reports and diagnostic reports to determine network logic and malfunction trends. Participates in feasibility studies, costing, proposal preparation, and project implementation activities.	High School education or equivalent	1+ years
Technician	Responsible for the installation, repair, configuration and preventative maintenance of personal computers, network equipment, and/or telecommunications equipment. Exhibits an understanding of engineering application configurations and integration with the desktop. Proficient in Microsoft or UNIX operating systems, and the components of the MS Office Suite. Familiar with engineering documentation, network configurations and topologies. General experience includes increasing responsibilities in technical management. Organizes and directs network installations on site surveys. Assesses and documents current site network configurations. Develops installation schedules. Preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post-installation operations and maintenance support. Exhibits an understanding of engineering application configurations and integration with the desktop. Answers inquires and troubleshoots software and hardware failures either in person or on the phone. Performs hardware and software moves, additions and changes. Ensures systems and related equipment are in working condition. Maintains records on repairs, down time, changes and updates.	Associates Degree	1+ years
Database Management Specialist	Must be capable of providing expertise and support in the use of DBMSs. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Maintain databases across multiple platforms and computer environments. Propose and implement enhancements to improve performance and reliability. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls. Develops, implements, and maintains database backup and recovery procedures for the processing environments and ensures that data integrity, security, and recoverability are built into the DBMS applications.	Bachelors Degree	3+ years

Classification	Responsibilities	Minimum Education	Minimum Experience
System Administrator	Responsible for computer system administration, maintenance and management of capacity resources for computers at the operating system and infrastructure level. Analyzes data workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve system, network and hardware problems. Builds, configures, troubleshoots and integrates new and existing servers to provide service enhancements, application deployments and infrastructure upgrades. Responsible for monitoring performance, system usage. Contributes towards the Disaster Recovery Plan (DRP), backup systems and disk configurations. Technical support for systems and communications may include installing, maintaining and troubleshooting hardware, software including web-based applications, and peripherals associated with Information Systems. Recommends changes and improvements to existing standards. Develops site administration documentation. Provides user orientation on hardware, software and network operations. Keeps abreast of emerging operational support technologies and industry trends. Ensures government regualtion compliance.	Bachelors Degree	3+ years
Systems Architect	Requires minimal direction, combines techniques from specializations to conceptualize, design and develop total system/product solutions to implement an enterprise-wide information technology and/or engineering/manufacturing process. Takes customer and organizational objectives and critical success factors and creates actionable strategies. Creates information technology plans based on an understanding of the customer's organization, strategic direction, technology context and business needs. Leads and works in a collaborative manner to conceptualize total systems and/or product solutions. Architects and develops integrated systems and products to support the achievement of the customer's goals. Leads in the definition of project scope, plans and deliverables; including cost projections and proposed implementation dates. Supervises control on project requirements, scope and change management issues. Assists leadership in determining the direction of the project. Works with project team to develop and propose new business and technical opportunities to leadership as well as the customer. Monitors market trends and standard procedures to assist the organization and customer in defining technical standards. Mentors the organization and customers on the application of new technologies, tools, processes, standards and project management/system development methodologies. Researches, evaluates and stays current on emerging tools, techniques and technologies in the industry.	Bachelors Degree	7+ years
Subject Matter Expert	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter's expertise area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture, networking, telecommunications, automation, content management, communications protocol, risk management, electronic analysis, software, lifecycle development/methodologies, and modeling and simulation.	Masters Degree	10+ years
Quality Assurance Manager	Maintains and establishes process for evaluating software and associated documentation. Must be able to determine the resources requred for IT quality control. Must be able to maintain the level of quality throughout the software lifecycle. Develops software quality assurance plans. Conducts formal and informal review at predetermined points throught the development lifecycle.	Bachelors Degree	5+ years
Quality Assurance Specialist	Capable of evaluating software and associated documentation. Participates in formal and informal reviews to determine information technology quality and in the development of software quality assurance plans. Examines and evaluates the SQA process and recommends enhancements and modicfications. Develops information technology quality standards.	Bachelors Degree	2+ years
Web Designer	Design, build or maintain Web sites using authoring or scripting languages, content creation tools,COTS products, management tools, and digital media. Implement or direct Web site updates. Write, design, or edit Web page content, or direct others producing content. Interact with customer to prioritize needs, resolve conflicts, develop content criteria, or choose solutions. Evaluate code to ensure that it is valid, properly structured, meets industry standards, and is compatible with browsers, devices, or operating systems.	Associates Degree	3+ years
Sharepoint Designer	Design Content Managment solutions, sites, and web parts. Develop specialized web parts and forms with workflows. Develop dashboards using performance point and business intelligence tools. Support intranet portal and multiple varied size project teamsites. Design solutions for business problems using SharePoint and Microsoft Technologies. Produce documentation of changes including functional, technical specifications, and test plans as needed.	Bachelors Degree	2+ years

Classification	Responsibilities	Minimum Education	Minimum Experience
Sharepoint Architect	Make informed recommendations pertaining to SharePoint information architecture, taxonomy design and guide the customer on the technical direction of the SharePoint platform and in adoption of new enterprise technologies/ tools to support emerging business and compliance requirements. Responsible for delivering enterprise SharePoint solutions to clients including tasks such as requirements definition, solution design, business analysis, technical leadership, project leadership, database design, solution development, quality assurance, and implementation.	Bachelors Degree	4+ years